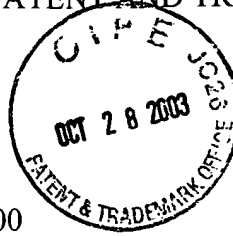


ATTORNEY DOCKET NO.  
IEX 2046000

PATENT APPLICATION  
SERIAL NO. 09/504,330

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Leamon  
Serial No.: 09/504,330  
Filed: February 14, 2000  
Examiner: Cuong H. Nguyen  
Group Art Unit: 3625  
Title: **METHOD AND SYSTEM FOR SKILLS-BASED PLANNING  
AND SCHEDULING IN A WORKFORCE CONTACT  
CENTER ENVIRONMENT**



Commissioner for Patents  
PO Box 1450  
Alexandria, Virginia 22313-1450

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service on October 23, 2003 as first class mail in an envelope addressed to:

Commissioner for Patents  
PO Box 1450  
Alexandria, Virginia 22313-1450

  
BRADLEY D. ELLIS

PRELIMINARY AMENDMENT

Dear Sir:

Please reconsider the above-referenced application ("Application"):

**RECEIVED**  
OCT 30 2003  
**GROUP 3600**

10/29/2003 AWONDAF1 00000046 09504330

02 FC:1253 20.00 DA 930.00 OP